

SUPERIOR CARE HOMES - THE CHARTER

We understand the prospect of placing a loved one in Care can be a daunting and fearful experience and the quality of care and how your loved ones will be treated will be the forefront of all these concerns

At Superior care homes the directors and managers work hard to ensure the highest standards of care and quality are delivered by the adherence to a variety of documented procedures to which all Superior care homes staff are bound.

The experience of moving a loved one into our care home should be a stress free and positive one, with the focus on the needs and wishes of the resident. If this not the case our directors and managers would like to hear about it, and should the need arise there a simple and practical complaint procedure to raise your concerns formally

Superior Care Homes are always open to and encourage feedback, suggestions and comments from residents, relatives, visitors, and members of the public to help monitor our service and further improve standards as we believe this is a continual process

Residents Charter: The Duty of care our homes carry to ensure the rights of our residents are protected at all times

The Charter:

Good Quality Care and Life Experience and residents rights centre around 6 basic principles

All residents have a right to :-

Choice

- a) Residents must be involved in ALL decisions affecting their lives and have the most significant voice
- b) The assumption is always that the Resident is capable of making a choice about the way they live (for deciding what activities they pursue, how they manage their finances) even if this means taking a risk with these choices
- c) Residents have the choice of where they want to live and with whom, including within a care home
- d) Resident will be able to choose their own doctor, dentist chiropodist, optician etc
- e) Residents will be able to choose with whom they associate, both within and outside of care home

- f) Residents will be able to have input into the choice of décor and furnishing of their accommodation

Privacy

- a) Residents are entitled to expect confidentiality in all matters and for their permission to be obtained whenever private information needs to be made available to others
- b) Residents entitled to private accommodation. This may be a single or shared room according to the president's choice
- c) Residents will be entitled to entertain visitors including doctors in private

Dignity

- a) Residents may expect to be treated with dignity in the way in which staff deal with dressing, bathing, feeding, incontinence and any other need
- b) Residents may expect to be addressed in the manner they choose (i.e. Miss/Mr/Mrs or by first name or familiar name).
- c) Residents may expect **to** be afforded the respect deserved by any individual, for their individuality, their views, and for any way in which they are accustomed to conduct their lives.
- d) Residents may expect to be consulted on any matter or activity which may impinge upon their life within the care home in any way, and to have their wishes respected.

Independence

- (a) Residents should expect to be able to follow the lifestyle they choose and are accustomed to, to the extent they wish and are able, irrespective of residing in a care home.
- (b) Residents should expect to be able to use the facilities of the home as they choose and are able.
- (c) Residents should expect the facilities of the care home to accommodate their needs (without necessary dependence on others) in relation to mobility, necessary adaptations, space, furniture, etc., whilst recognising that available staff assistance may have formed part of the reasons for entering the care home yet respecting the resident's right to accept or refuse such assistance.

- (d) Residents should expect to be able to retain independence of action, thought and choice, irrespective of the accepted routine or administrative practices of these care homes.

Fulfilment

- (a) Residents should expect their quality of life to be enhanced by admission to this care home, by the provision of a safe, manageable and comfortable environment, and the stimulation and encouragement to pursue their lives to the maximum chosen physical, intellectual, emotional and social capacity.
- (b) Residents should expect there to be facilities and assistance to pursue their chosen lifestyle to the fullest possible extent, including availability of and encouragement to use opportunities, and necessary assistance to allow them to use such opportunities.
- (c) Residents should expect to be able to review their own situation, at their own request or when requested by any others, and to have the assistance of anyone they choose to assist them to do this

Citizens' Rights

- (a) Residents should expect to retain all the rights enjoyed by individuals remaining in their own homes in the community, irrespective of their residence in a Care Home. The Home should safeguard such Rights and/or be prepared to join with the Resident to protect them.
- (b) Residents should expect to have their cultural and religious practices and beliefs observed and respected.
- (c) Residents should expect to have a written contract, agreeing the terms and conditions of residence, services and fees.
- (d) Residents should expect to have a trial period in the care home, of at least four weeks' duration (without disadvantage to either side), before decisions are made about long-term residence.
- (e) Residents should expect to have access to an explained complaints procedure, which should include a reasonable means of complaint within the care home, and beyond this to the Registering Authority.

